

**DEPARTMENT OF TRANSPORTATION  
DIVISION OF TRANSIT SERVICES  
TAXICAB REGULATION OFFICE**

**Memo**

**TO:** TSAC

**FROM:** James Ryan, Manager, Taxicab Operations

**SUBJECT:** 2009 Annual Report

**DATE:** March 8, 2010

**TSAC MEMBERSHIP**

Public Representative Members

Sarah C. Gotbaum [Represents Senior Citizens]  
Vacant [Represents of People with Disabilities]  
Mike Pina [Represents the Public]  
Vacant [Represents the Public]  
Richard. D. Stoll [Chairperson]

Industry Representative Members

Reza Raoofi [Management]  
David Mohebbi [Management]  
Ehsan Assefi [Owner/Operator]  
Feliciano Mpembele [Driver]

Ex-Officio Representative Members

Howard Benn [represents the DOT Director]  
Ralph Vines [represents Consumer Protection]

TSAC Staff

James Ryan

## **BACKGROUND**

The Taxicab Services Advisory Committee (TSAC) is an advisory committee to the DOT Director established under the Montgomery County Code Chapter 53 Section 53-103. Members are appointed by the County Executive subject to confirmation by the County Council.

## **MISSION**

TSAC's mission is to advise the Director of the Department of Transportation (DOT) in carrying out duties and functions under the Montgomery County Code Chapter 53, and evaluating the performance of the taxicab industry in serving members of the population especially those with special transportation needs, such as senior citizens and people with disabilities.

Members are also responsible for assisting the Department to assure that good communication occurs between TSAC members and the interest groups they represent. For example; a person representing seniors should communicate information to contacts in the senior community. The same holds true for taxicab drivers, people with disabilities, general public members, and industry representatives have the responsibility to inform their respective communities.

## **ADDITIONAL INFORMATION**

### **Membership**

The Committee consists of three general public members plus one public member who represents senior citizens, and another public member who represents people with disabilities. The 2009 members are listed by name on the first page of this report. They also include two taxicab industry representatives of management and two taxicab drivers. One of the drivers should be a Passenger Vehicle License (PVL) holder driver and the other should be a driver who leases a taxicab. There are also two ex-officio non-voting members; one the DOT Director or the Director's representative and the Director of the Office of Consumer Protection, or that Director's representative.

## **COUNTY MEETING ATTENDANCE POLICY**

A member of TSAC who misses more than the number of allowed absences is subject to removal from the committee. Based on the poor attendance at committee meetings in 2009 and the inability often to have a quorum, the Director recently concurred with TSAC's recommendation to cut back on the number of meetings from 9 meetings annually to quarterly meetings. Any member who misses more than one meeting annually is subject to removal from the committee.

## **ACTIVITIES AND ACCOMPLISHMENTS DURING THE PAST CALENDAR YEAR**

- Recommended to support the Taxicab Unit's budget in FY 2011 at the same level as its operating budget in FY 1010 with no additions and no changes. There is no information about the 2011 budget until it is published in mid-March.
- Alternative Fuel Taxicabs. TSAC recommended that the use of alternative fuel vehicles be considered as a question on the applications for fleet licenses in the future.
- Enforcement. The County Police have been assisting the taxicab inspectors with the enforcement of out of jurisdiction taxicabs picking up passengers in Montgomery County. With the assistance of the County Police, the inspectors are able to cast a wider net than they usually can with a limited number of inspectors.
- Taxicab Driver Identification Cards (ID). Improvements have been made to speed the issuance of IDs. The Taxicab driver test is now given twice on Fridays if needed, and those who pass the test can now have their ID issued on the day they pass the test.
- Customer Service
  1. *Taxicab Hotline*: TSAC member Sarah Gotbaum's (TSAC representative for Senior Citizens) concern that not enough taxicab passengers knew about the Taxi Hotline was addressed several different ways. Staff submitted an article on the Hotline to the Senior Beacon as well as advertising the Hotline on the County Web Site, the Hotline was highlighted on Cable TV Montgomery on the "Go Montgomery" program, and when the rate charts have to be printed again, the design will be changed so the Hotline information is more visible to those passengers who may be looking for that information. The Hotline number will become part of the 311 program in 2010.
  2. *Mystery Rider Contract*: The Mystery Rider contract is now in place and will begin early in 2010. The Mystery Rider contract will allow the County to assess all levels of customer service throughout the County by surveying 100 taxicabs ride per month.
  3. *CJIS/Fingerprinting*: CJIS began using e-mail to deliver the background checks on the applicants. This more efficient method has allowed us to process the applications in a number of days as opposed to weeks.

## **PAST YEAR CONCERNS**

- Fill vacant positions on TSAC. One incumbent has resigned due to health reasons. Some incumbents have applied for positions on other committees and we have not been able to get applicants to replace them.
- Taxicab Meter Rates. TSAC thanked the County Executive for his support for the new rates. If the taxicab drivers cannot earn a reasonable income, there would likely not be an adequate driver pool to provide service.

## **PLANS FOR THE COMING YEAR 2010**

- Perform the Mystery Rider survey. Contractors will take secret rides to determine the quality of taxicab service. TSAC supports this effort to obtain customer input on taxicab service.
- Expedited Taxicab Bill #30-08. The Taxicab Services Advisory Committee will be monitoring any license transfers that take place as a result of Expedited Bill 30-08 and their impact on customer service. The transfers could change the balance of the County's taxicab system which is based on a structure of 70 – 80% of the licenses held by fleets and 20 – 30% by individuals.
- The Customer Service regulation, originally drafted a few years ago and which has proved contentious with various parties, will be revised and resubmitted.

## **PERFORMANCE INDICATORS 2009**

New Driver IDs Issued	431
Total One Year Renewal IDs issued	196
Two Year IDs issued	217
Total Taxicab Driver IDs Issued	844

## **TAXICAB OPERATING REPORTING DATA**

	#	Paid Miles	Number	Meter	Extra	Total	Dispatch	Cabs Per	Miles	Avg Cost
	Taxicabs	Driven	Trips	Revenue	Revenue	Revenue	Calls	Month	Trip	Per Trip
FY 2000	580	15,868,655	1,979,915	\$28,339,288	\$2,758,025	\$31,097,313	1,959,319	478	8	\$15.71
FY 2001	580	13,254,408	1,719,498	\$25,058,418	\$829,728	\$25,888,146	1,725,740	492	8	\$15.06
FY 2002	580	8,575,027	1,241,659	\$16,631,987	\$626,783	\$17,258,770	1,019,987	465	7	\$13.90
FY 2003	580	10,877,127	1,623,778	\$12,500,905	\$14,124,683	\$26,625,588	1,007,557	495	7	\$16.40
FY 2004	580	10,713,734	1,610,658	\$23,456,578	\$907,782	\$24,364,360	1,062,421	496	7	\$15.13
FY 2005	578	10,409,186	1,480,546	\$20,084,608	\$1,249,714	\$21,334,322	1,054,275	484	7	\$14.41
FY 2006	578	10,295,083	1,194,895	\$15,837,855	\$1,233,218	\$17,071,073	936,646	427	9	\$14.29
FY 2007	623	10,883,871	1,095,416	\$22,498,485	\$1,116,951	\$23,615,436	899,109	475	10	\$21.56
FY 2008	646	12,578,458	1,551,006	\$27,082,150	\$1,427,268	\$28,509,418	1,458,933	525	8	\$18.38
FY 2009	715	14,018,635	1,856,983	\$31,239,906	\$833,902	\$32,073,808	1,314,683	566	8	\$17.27

## **CURRENT PASSENGER VEHICLE (PVL) OWNERSHIP**

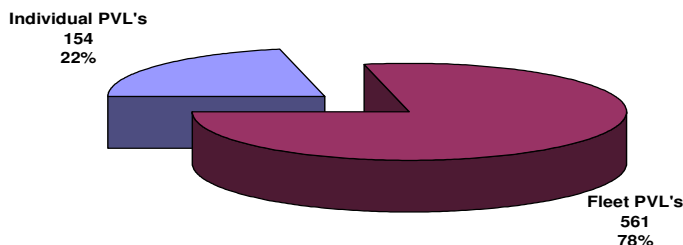
***Passenger Vehicle License*** means a license to provide taxicab service using a specified motor vehicle.

***Fleet*** means any entity that holds in its own name 5 or more licenses.

***Owner*** means an individual or entity that:

- (1) Is listed with the state motor vehicle agency as holding legal title to a specific motor vehicle;
- (2) is a conditional vendee or lessee of a vehicle that is the subject of an agreement for conditional sale or lease, if the conditional vendee or lessee has assumed liability, and is authorized to pay judgments and accept any legal notice or service of process, with respect to the vehicle; or
- (3) Acts as the agent of the registered owner for all purposes, including acceptance of liability, payment of judgments and other legal obligations, and receipt of any legal notice or service of process.

**22% of licenses, 154 of 715, are held by individuals who affiliate with Action, Barwood and Regency.**



Company Name	Total # of Affiliate Taxicabs	Percentage of Total Affiliates Licenses (154)	Total of Taxicabs in Fleet	Percentage of Affiliates in Company Fleet
Action	13	8%	62	21%
Barwood	118	77%	471	25%
Regency	23	15%	139	17%
Sun Cab	0	0%	43	0%
Total Affiliates	154	100%	715	

Company Stats, CY 2007	Fleet Vehicles	Affiliate (Individual) Vehicles	Trade Group Totals	Percentage of Fleet
Action	36	8	44	7%
Barwood	353	93	446	73%
DOT	0	1	1	0%
Montgomery Taxi	7	2	9	2%
Regency	92	18	110	18%
Total	488	122	610	100%

Company Stats, CY 2008	Fleet Vehicles	Affiliate (Individual) Vehicles	Trade Group Totals	Percentage of Fleet
Action	40	9	49	7%
Barwood	358	94	452	70%
DOT	0	2	2	0%
Montgomery Taxi	5	1	6	1%
Regency	91	25	116	18%
Sun Cab	25	0	25	4%
Total	519	131	650	100%

Company Stats, CY 2009	Fleet Vehicles	Affiliate (Individual) Vehicles	Trade Group Totals	Percentage of Fleet
Action	49	13	62	9%
Barwood	353	118	471	66%
Regency	116	23	139	19%
Sun Cab	43	0	43	6%
Total	561	154	715	100%

## **TAXICAB DRIVER TESTING, CY – 2009**

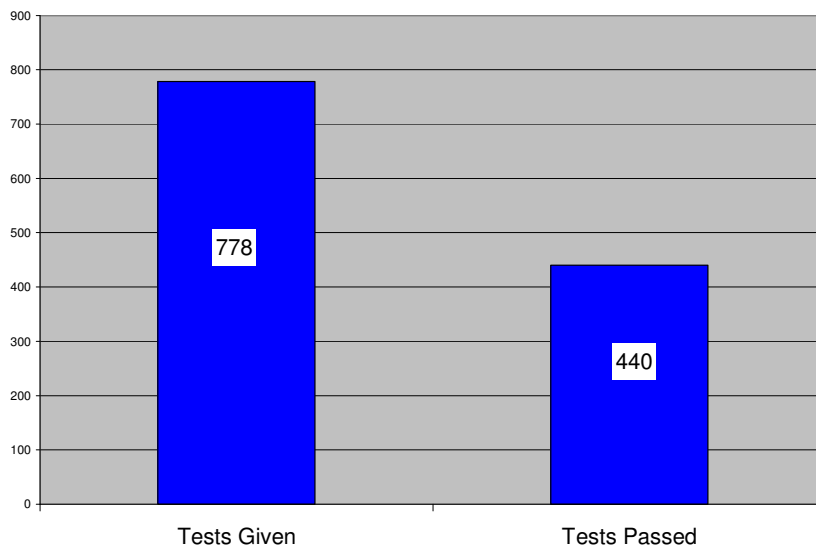
The Taxicab driver test is a computer based test that each applicant must pass. The test consists of four parts and each applicant must pass all four parts before being issued an ID. The first section is an oral section that focuses on map reading and following directions. The second part tests their knowledge of Chapter 53. The third section tests their knowledge of MVA laws, and the final section tests their knowledge of basic math. The test is given each Friday by appointment. If the need arises, a second test is offered.

Tests Given: 788

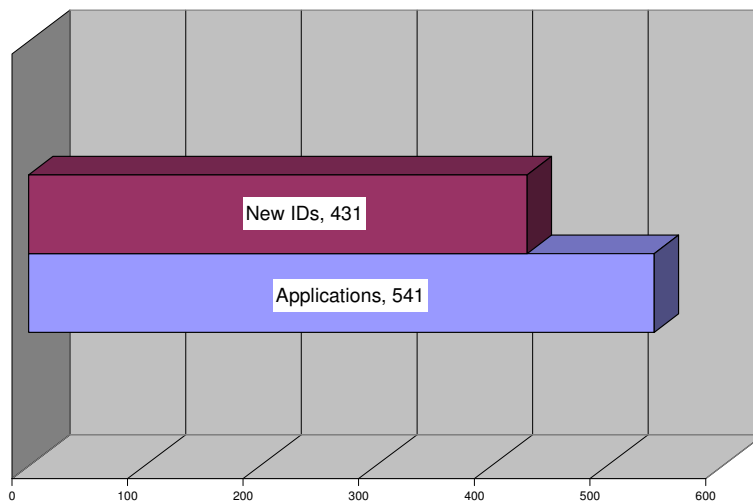
Tests Passed: 440

Percent of Tests Passed: 57%

How many times on average it takes to pass entire test: 1.6



New ID's issued 2009



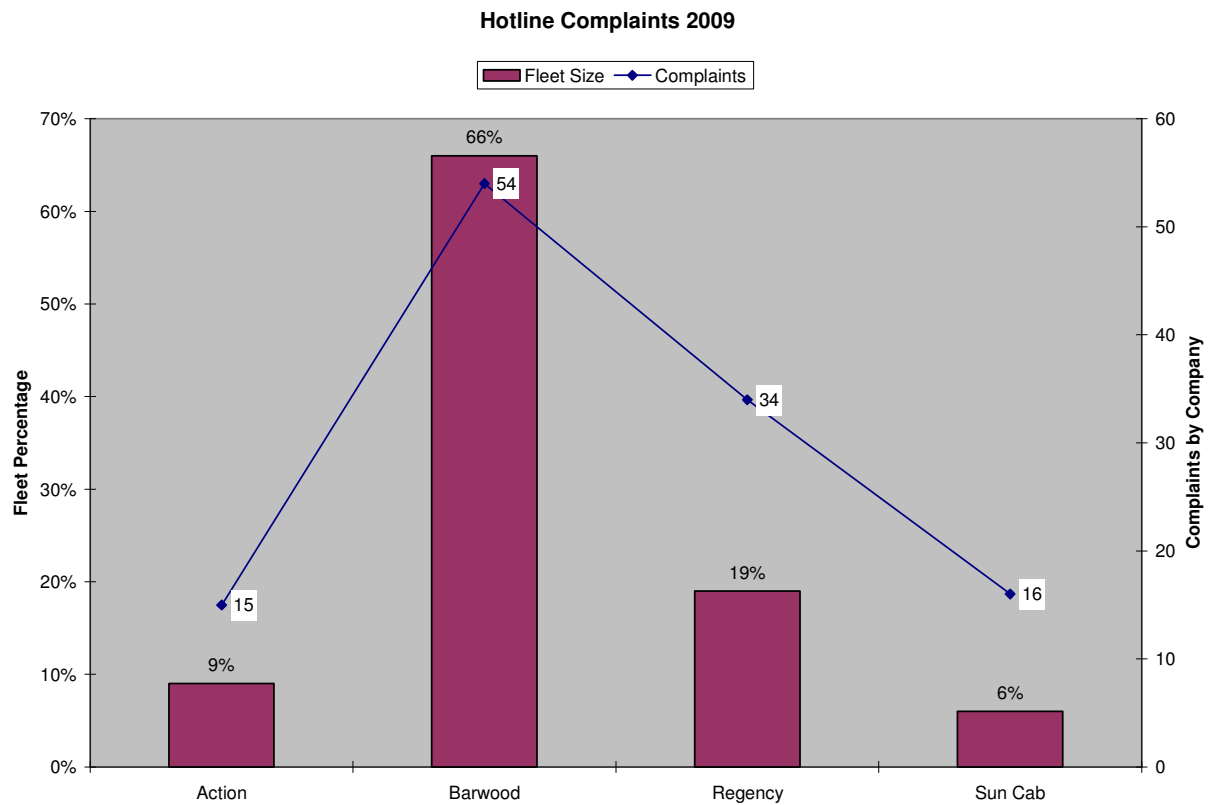
**TAXICAB HOT LINE COMPLAINTS & COMPLIMENTS, CY 2009**

Month	Complaint	Metro-Access	Sedan	Medicaid	CNR	Compliments
Jan.	6	0	0	2	1	0
Feb.	5	0	0	1	1	0
Mar.	6	0	0	0	2	0
Apr.	11	0	0	3	0	0
May	5	0	0	3	2	1
June	12	0	0	0	2	0
July	10	0	0	1	1	0
Aug.	8	0	0	1	0	0
Sept.	8	0	0	2	3	0
Oct.	6	0	0	1	1	1
Nov.	3	0	0	2	1	0
Dec.	7	1	0	0	1	0
Total	87	1	0	16	15	2

Complaints by Categories 2009	Number of Complaints	Percentage of Total Complaints
Failure to Provide Service	33	28%
Late Service	13	11%
Rude Behavior	19	16%
Dispatch/Company Complaint	9	8%
Fare Overcharge	28	24%
Reckless Driving	5	4%
Unable to Use a Map	0	0%
Miscellaneous	12	9%
Total	119	100%

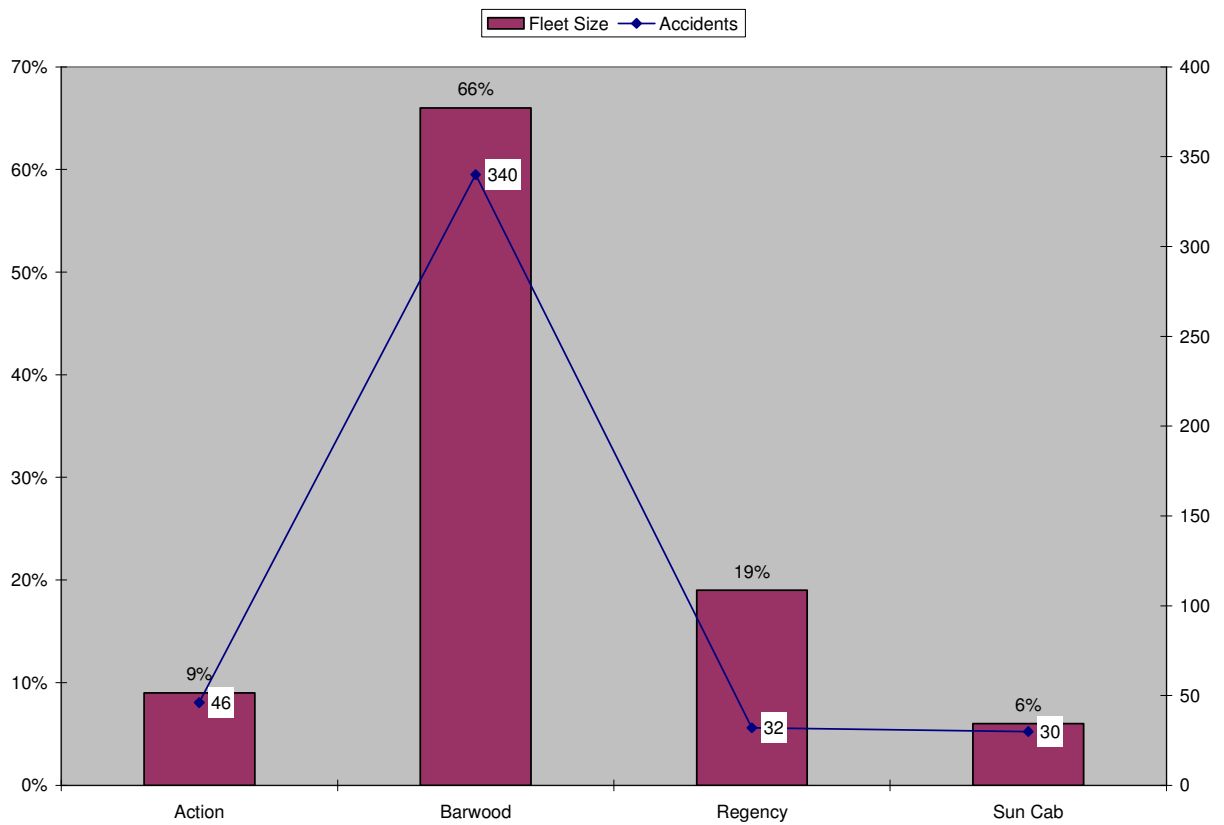


Company Name/Percentage of Total Fleet	Complaints by Company 2009	Percentage of Total Complaints
Action (9%)	15	12%
Barwood (66%)	54	46%
Regency (19%)	34	29%
Sun Cab (6%)	16	13%
Total Complaints	119	100%



## ACCIDENTS – CY 2009

Company Name/Percentage of Total Fleet	Total Reported Accidents	Number of Vehicles	Accident per Fleet Vehicle	Percentage of Total Accidents
Action (9%)	46	62	0.75	10%
Barwood (66%)	340	471	0.73	76%
Regency (19%)	32	139	0.23	7%
Sun Cab (6%)	30	43	0.70	7%



## **GASOLINE PRICES**

### AAA DAILY FUEL GAUGE REPORT SELF-SERVE UNLEADED GASOLINE Washington (Suburban Maryland Only)

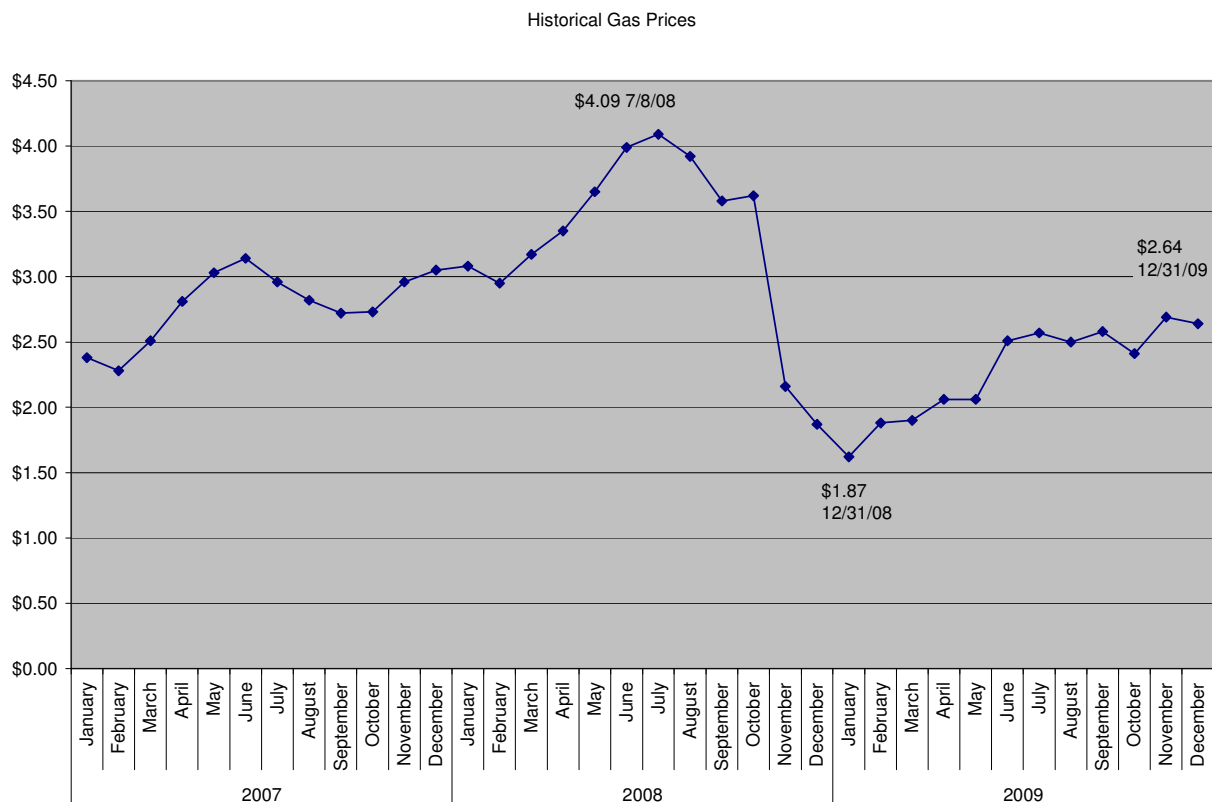


Chart data source: AAA daily fuel gauge report – Maryland Metro Average Washington (Maryland Only)

## **WHEELCHAIR ACCESSIBLE TAXICABS BY FLEET**

Company Name/(*)	Accessible Taxicabs	Percentage of Accessible Taxicabs by Fleet
Action (9%)	6	12%
Barwood (66%)	32	63%
Regency (19%)	10	20%
Sun Cab (6%)	3	5%
Total	51	100%

\*Percentage of total Montgomery County Cabs (715)